



Accessing the Housing Information Portal (HIP) System (External Users)

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Overview

The purpose of this document is to help Public Housing Agencies (PHAs) and Tribally Designated Housing Entities (TDHEs) understand how to access the Housing Information Portal (HIP), including the Moving to Work (MTW) Supplement and Tribal HUD VASH modules.

System Requirements

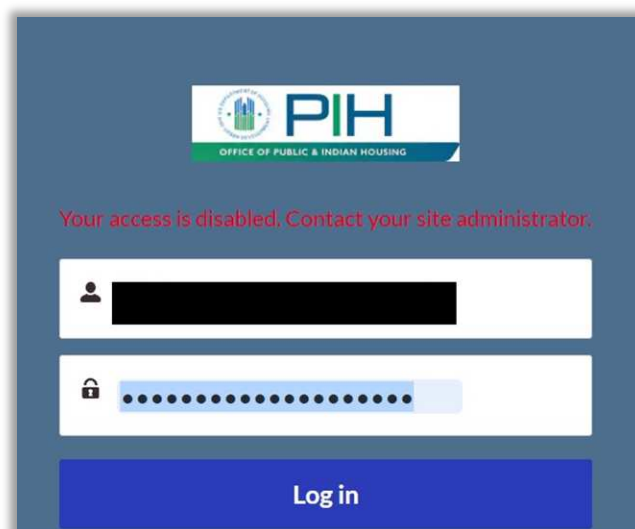
Users **must** use a web browser other than Internet Explorer, such as Google Chrome, Microsoft Edge, or Safari, to access this system. **Internet Explorer is not supported.** If you are unsure what your default web browser is, use the instructions in the Checking your Default Web Browser job aid on the [HIP Training page](#).

General Information and Tips

This information should provide some general reminders to users as they access HIP. Note that HIP is not under Secure Systems so the credentials you use to access the system will be different than those to access most user HUD systems (e.g. it will not be your M ID and associated password).

Login page: <https://hud.my.site.com/hip>

- Do not reuse the link that you previously received in your initial account activation email, or any password reset emails since those are one time use links.
- You must use a web browser other than Internet Explorer (IE), such as Google Chrome, Microsoft Edge (current version, not legacy), or Safari. Information on how to determine what your default browser is can be found in the appendix of this document.
 - To make sure you don't have the legacy version of Edge, go to Settings and More→Settings→About Microsoft Edge. The legacy version will have a version number of 44 or less.
- To log out of the system when you are finished with your session, click on the icon in the upper right-hand corner of the page and then click on Logout.
- User accounts are deactivated after 90 days of inactivity, so users should access the system at least once every 90 days. If you receive an error message like the one pictured below that says "Your access is disabled. Contact your site administrator." your user account has been deactivated. Information on how to submit a request for a user account to be reactivated depends on the user type.
 - PHA users: Can be found in the "Access Requests and Getting Started with the MTW Supplement Module" job aid on the [HIP Training page](#).
 - TDHE users: Contact your Grants Management Specialist in their ONAP area office.



Agreeing to the HUD Rules of Behavior and Privacy Act Statement

All users must agree to the HUD Rules of Behavior (HUD RoB) and Privacy Act Statement to access this system. This statement is displayed after a user successfully enters their user credentials on the login screen.

Username and Password

It is important to store your username, which is included in your initial password set up email, and password in a secure location. Do not include your username in unencrypted emails since a username is considered Personally Identifiable Information (PII).

Username

Each user will have a unique username to access the HIP system. It will either be your email address or for user accounts that have been around for some time, it may be your email address and end in .mtws or .hip.

Note for contractors assisting with MTW Supplement forms: Since for the MTW Supplement module you cannot have access to multiple PHAs, your username will be your email address followed by the PHA code for the PHA you are contracted with. You will have a separate username for each PHA.

Password

The information below should assist you with any questions or issues you may have about your HIP system password.

Password Criteria

- Passwords must be at least 10 characters in length.
- Must include alpha and numeric characters, including at least one upper case letter.
- Cannot reuse the last 24 passwords.
- Passwords must be changed every 60 days and expire after 90 days. You will be prompted to update your password when it has expired.
- After three failed login attempts, your account will be locked for 60 minutes. Password resets will not work during these 60 minutes. It is suggested that you attempt a password reset if you need one after the second failed attempt.

IMPORTANT NOTE: If a user is prompted by their web browser to store their password, it is recommended, but not required, that they select No. Storing your password in your browser can cause issues to occur after a user changes their password, but their stored password is not updated. It can also be helpful to not store your password in your browser in case there is a change in login

page URL. If a user wants to store their password in a password manager or is familiar with how to update their password in their browser's saved passwords list, then those methods can be used.

Password Resets

- When you do a password reset, you will use your username that you use to login the system. **Do not enter your email address unless that is your username.**
- You will receive an email with a link to reset your password. This link is a one-time use only link that is valid for 24 hours.
- Password resets are only done by the HIP team via a request via the REAC Technical Assistance Center (TAC) if a user either:
 - 1) Did not set up their initial password within 24 hours of receiving the link to do so. Can provide sufficient documentation to demonstrate that the user attempted to do a password reset after any account lock has been released (see above) and was not able to do so. This request should come to the TAC via email and state the date and time the password reset was attempted. **As mentioned above, usernames are PII so please do not put this in your email.**

Document Update Information

The information below will provide users with details on what has changed in this document over time. If it has been a little bit since you viewed the document, this will help you know what may have changed.

Items Updated	Date Updated
• Updated the information about user account deactivation.	10/10/2024
• Documented created to contain information how accessing the system.	04/01/2024